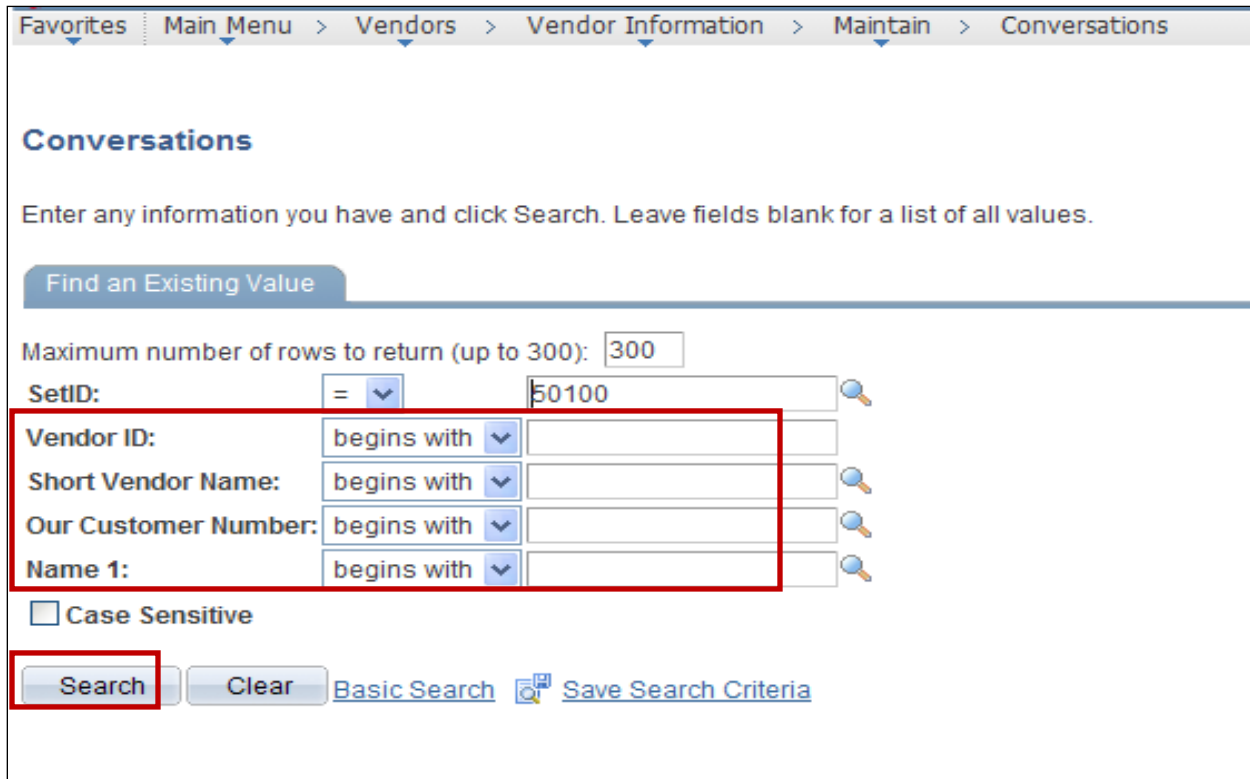


### About Vendor Conversations

Cardinal allows you to track ongoing discussions and conversations with vendor contacts. You can log the details about procurement, invoice, and payment issues that you are trying to resolve as well as document vendor inquiries by using the **Vendor Conversation** page.

Only users with the **V\_AP\_VENDOR\_CONVER\_PROCESSOR** and **V\_AP\_COVA\_VENDOR\_CONVERSATION** roles can make updates to this page.

### To Record a Vendor Conversation:




- 1 Navigate using the following path:  
**Main Menu > Vendors > Vendor Information > Maintain > Conversations**  
The **Conversations** page displays.
- 2 Enter search criteria for the desired vendor.
- 3 Click the **Search** button.
- 4 If a **Search Results** list appears, click the line to select the desired vendor.  
The **Vendor Conversation** page appears.


[Favorites](#) | [Main Menu](#) > [Vendors](#) > [Vendor Information](#) > [Maintain](#) > [Conversations](#)

### Vendor Conversation


SetID: STATE Vendor ID: 0000000022 Bottomline Technologies Inc

Conversation Find | View All First 1 of 1 Last

\*Date: 12/12/2012  User ID: Olive Order + -


Contact:  1 New Hampshire Conversation Sequence Number: 1

Topic: Increase Order Quantity


Descr: Called Marc Small on 12/11/12 to discuss change order. Increased quantity to 200 







**Keywords**

**Review**

Review Date:  

Review Days:

Next Review Date:  

 Save
  Return to Search
  Previous in List
  Next in List
  Notify
  Refresh

- 5 In the **Contact** field, enter the ID for the vendor contact with whom you spoke. (Use the **Look Up Contact** icon if needed.)
- 6 In the **Topic** field, enter a brief (up to 30 characters) description of the topic you discussed if desired.
- 7 In the **Descr** field, enter a detailed description of the conversation. Make sure to include any agreements or conclusions that you reached.
- 8 In the **Keywords** section, select one or more keywords from the drop-down list(s) to identify the conversation if desired. This makes it easier to locate the conversation later.
- 9 If you want to review the conversation later (for example, to follow up with the vendor if needed), complete the fields in the **Review** section as desired. You can enter a **Review Date**, the number of **Review Days** from today, and/or a **Next Review Date**.
- 10 Click the **Save** button.